

Getting to know **Civica Ensure**

Civica Ensure, our new Cloud enabled health insurance platform helps your organisation build stronger relationships with your members by allowing you to focus on their needs.

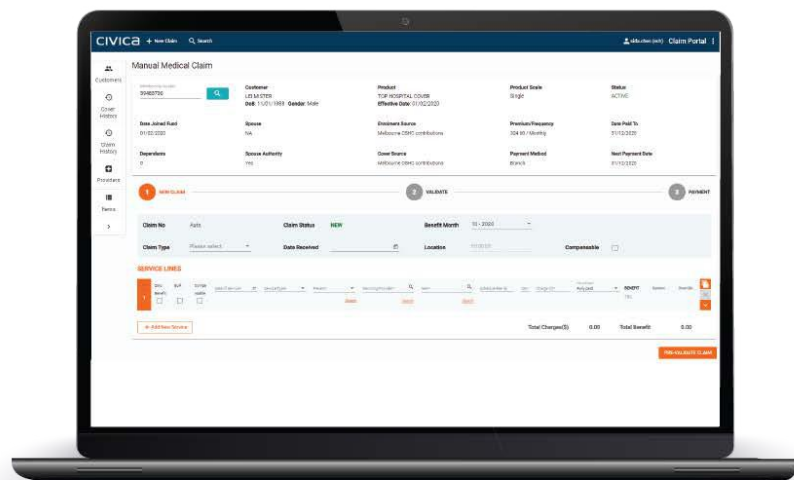
Civica Ensure gives you the tools to keep your members at the centre of your customer experience. Our software will help you to acquire and on-board new members more easily, help you maintain a higher retention rate and deliver better member experiences.

How do these tools help you do all that?

By allowing you to manage end-to-end health insurance customer journeys from product setup, to policy management, claiming, billing and reporting.

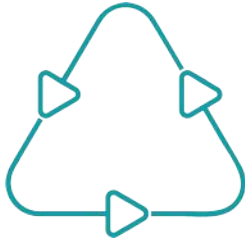
Civica Ensure is our best solution yet because we have collaborated more deeply with you, our clients, to gain a better understanding about your member needs and experience, and how you want to bring better member value and innovation into your products and services to keep member loyalty high.

It is aligned with your member-driven direction through our extensive industry research with a strong focus on integration and Cloud technologies.



Civica Ensure

The evolution of over 30 years supporting Private Health insurance



Flexibility and integration

It's open system lets you extend offerings and integrate with other solutions for CRM and digital applications.



Tech support

Dedicated business hours technical support centre as well as a 24/7 emergency support line.



Admin

Flexible Admin system allows you to customised policies, products, items and rates.



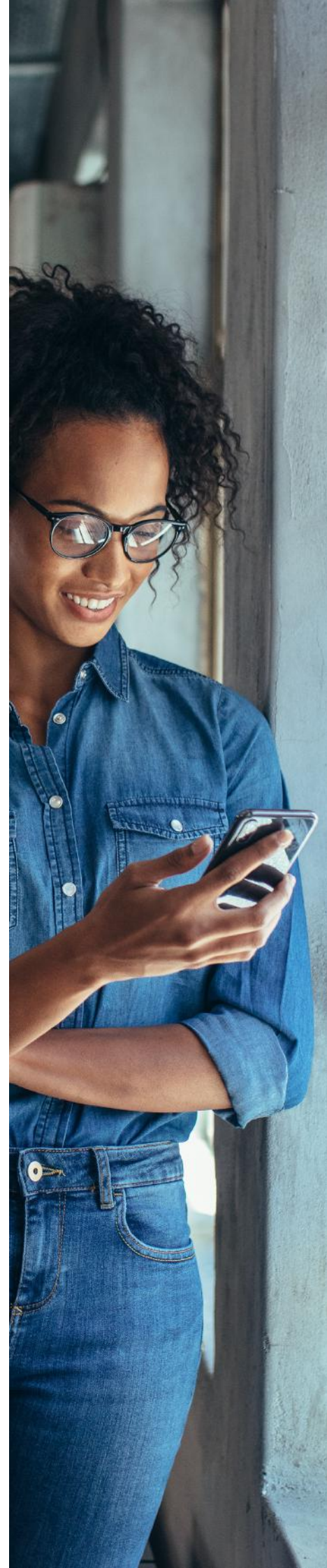
Reporting

Access reporting suites and get real time data to meet your regular reporting requirements. Design new reports for changing needs.



Compliance

Meets Australian legislative requirements for private health insurance. Private Health Insurance Act 2007, privacy, and security and certified ISO9001, ISO27007 and ISO22301.



Civica Ensure

Building stronger relationships with your members



Membership management system

Separate modules help you meet your requirements to manage products, claims and memberships.



Membership Services

Get real-time quoting process, eligibility checks, Medicare rebate management, provider contracts and other requirements to have up to date member information.



Product and policy management

Helps you deliver new products and brands in record time.



Claims management

Can support the STP (Straight through processing) process with up to 95% success rate. New transformed claim module makes it easy to create new rules without any IT resources.

Civica can help with our leading Cloud Private Health solution **Civica Ensure**.

To start a conversation with Civica, or book a demonstration, **contact us today**.

